



ORIGINAL



RECEIVED

May 6, 2011  
Via Overnight Delivery

2011 MAY 11 P 2: 12

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

Docket Control Center  
Arizona Corporation Commission  
1200 W. Washington Street  
Phoenix, AZ 85007

RE: Matrix Telecom, Inc. d/b/a Excel Telecommunications  
Replacement Tariff Sheet for Arizona C.C. Tariff No. 9 (Local Exchange)  
**Compliance Filing to Decision No. 71786; Docket No. (T-03228A-10-0153), T-20423A-10-0153**

T-03517A-10-0153

Dear Sir/Madame:

Enclosed is the original and thirteen (13) copies of the *amended, replacement* tariff sheet for Arizona C.C. Tariff No. 9 (Local Exchange) filed on behalf of Matrix Telecom, Inc. d/b/a Excel Telecommunications in the above-captioned docket filing. The enclosed amended tariff sheet is submitted based on staff's review and requested changes to this filing in compliance with Decision No. 71786 issued in Docket No. 10-0153.

The following *replacement* sheet is included with this filing:

Original Page 32

Removes [additional] sentence from Late Payment Charge

Please acknowledge receipt of this filing by date-stamping the extra copy of this cover letter and returning it to me in the self-addressed, stamped envelope provided.

Any questions you may have regarding this filing may be directed to me at 407-740-3001 or via email to [tforte@tminc.com](mailto:tforte@tminc.com). Thank you for your assistance with this matter.

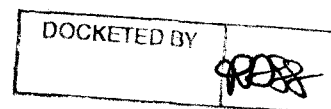
Sincerely,

Thomas M. Forte  
Consultant to Matrix Telecom, Inc.

Enclosure  
TMF/mw

cc: ACC Compliance Section (1 copy)  
S. Klopach - Matrix (Electronic Delivery)  
file: Matrix (Excel) - AZ CLEC  
tms: AZ11101

Arizona Corporation Commission  
**DOCKETED**  
MAY 11 2011



---

COMMERCIAL INTEREXCHANGE COMMUNICATION SERVICES

---

SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.3 Customer Service and Protection, (Cont'd.)

2.3.8 Cancellation of Application For Basic Service

When the customer cancels an application for service prior to the start of installation of service, or prior to the start of special construction, no charge applies.

When installation of service has been started prior to the cancellation, a cancellation charge equal to the minimum service charge shall apply.

Where special construction has been started prior to the cancellation, a charge equal to the cost incurred in the special construction, less net salvage, applies. Installation or special construction for a customer is considered to have started when the Company incurs any expense in connection with the installation which would not otherwise have been incurred.

2.3.9 Returned Check Charge

In addition to any late payment charges specified in this tariff, the customer will be assessed a charge of \$15.00 for each check, bank draft, or electronic funds transfer submitted by the customer to the Company which a financial institution refuses to honor.

2.3.10 Late Payment Charge

If any portion of a Customer's payment is not received by the Company two business days prior to the next billing cycle, or if any portion of the payment is received by the Company in funds which are not immediately available upon presentment, a late payment charge shall be due to the Company. The late payment charge shall be the portion of the payment not received two business days prior to the next billing cycle, multiplied by 1.5%.

Late payment charges do not apply to the disputed portion of unpaid balances, if resolved in favor of the Customer. Any disputed portion of unpaid balances, if resolved in favor of the Company, may be subject to the late payment charge as of the original due date noted on the Customer's bill. Undisputed amounts of the same bill may be subject to the late payment charge if they remain unpaid by the due date noted on the Customer's bill.